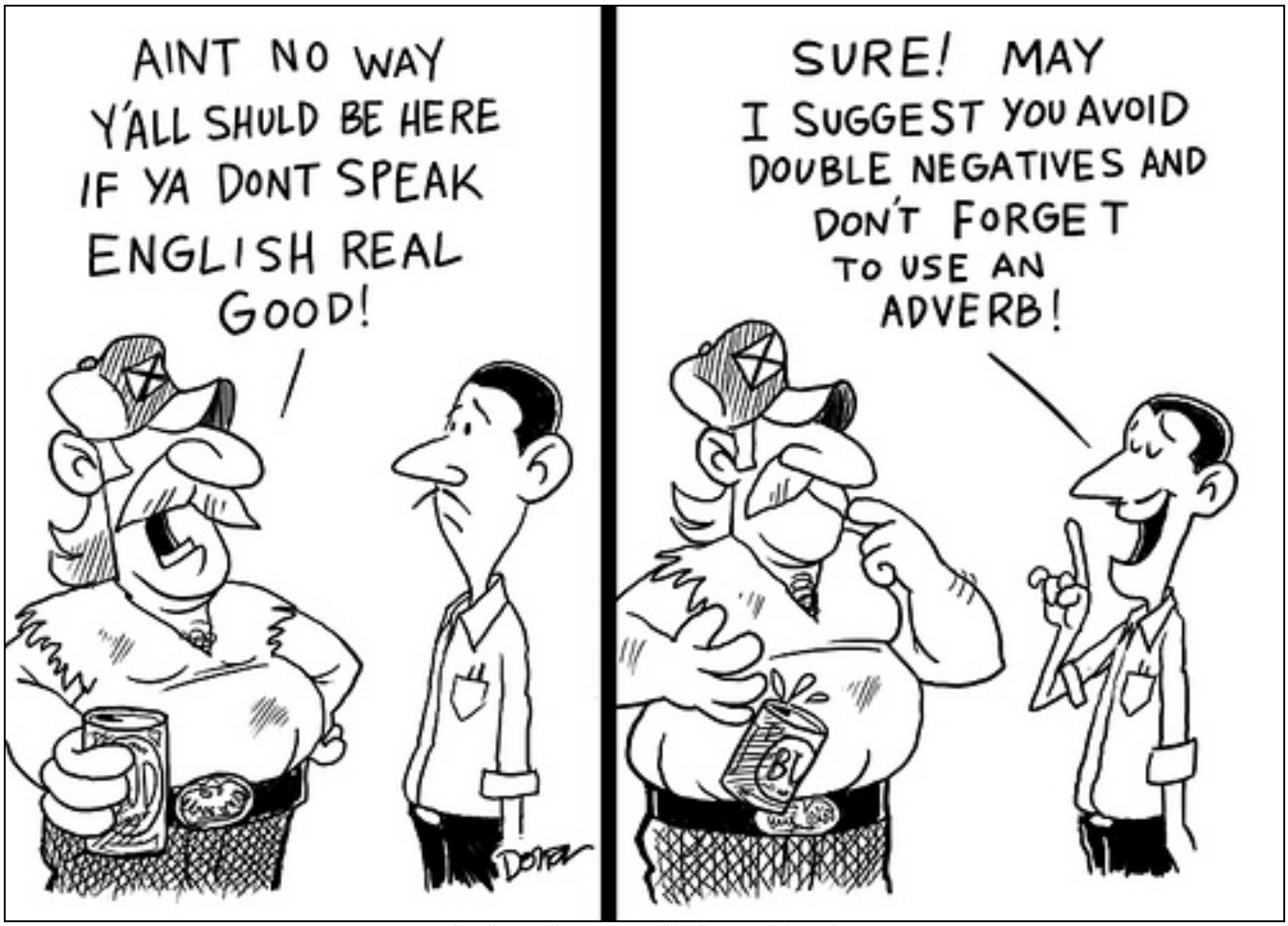
STŘEDNÍ ŠKOLA F. D. R. PRO TP
OBCHODNÍ AKADEMIE


AINT NO WAY Y'ALL SHULD BE HERE IF YA DONT SPEAK ENGLISH REAL GOOD!
SURE! MAY I SUGGEST YOU AVOID DOUBLE NEGATIVES AND DON'T FORGET TO USE AN ADVERB!

http://www.talktocanada.com/blog/learn-english-earn/

BUSINESS ENGLISH

NAME

This textbook is a part of Diploma thesis titled:
Textbook Design for Teaching Business English at Secondary School
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in 2011-2012.
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1. PERSONAL CONTACTS

I. Vocabulary

advertising	reklama, propagační	**leader**	vůdce, vedoucí
appointment	schůzka, jednání	**meeting**	schůzka, porada
arrange	zařídit, zorganizovat	**offer**	nabídka, nabízet
brand	obchodní značka	**postpone**	odložit, posunout
business	podnik, firma	**predict**	předpovídat
cancel	zrušit, odvolat	**purchase**	koupě, nákup
confirm	potvrdit	**self-employed**	podnikatel, má svou firmu
customer	zákazník, odběratel		
deal	úmluva, dohoda	**stress**	zdůraznit, nátlak
delivery	dodávka, zásilka	**suggest**	navrhnout
freelance	živnostník pracující pro více firem na ŽL	**target**	cíl
		trade	obchod, živnost

Ex. 1 Definitions

advertising ['ædvətɑɪzɪŋ] self-employed [self ɪm'plɔɪd] brand [brænd]
business ['bɪznəs] customer ['kʌstəmə(r)] deal [di:l] delivery [dɪ'lɪvəri]
freelance ['fri:lɑ:ns] leader ['li:də(r)] trade [treɪd] appointment [ə'pɔɪntmənt]

_____a commercial organization such as a company, shop/store or factory
_____a formal arrangement to meet or visit somebody at a particular time, especially for a reason connected with their work
_____a person or an organization that buys something from a shop/store
_____a person who is in control of a group of people, especially the head of a country, an organization, etc.
_____a type of product made by a particular company
_____an agreement, especially in business, on particular conditions for buying or doing something
_____earning money by selling your work to several different organizations rather than being employed by one organization
_____the act of taking goods, letters, etc. to the people they have been sent to
_____the activity of buying and selling or of exchanging goods or services between people or countries
_____the activity of telling the public about a product or a service in order to encourage people to buy or to use it
_____working for yourself and not employed by a company, etc.

arrange [ə'reɪndʒ]	cancel ['kænsl]	confirm [kən'fɜːm]	
meeting ['miːtɪŋ]	offer ['ɒfə(r)]	postpone [pə'spəʊn]	predict [prɪ'dɪkt]
purchase ['pɜːtʃəs]	stress [stres]	suggest [sə'dʒest]	target ['tɑːgɪt]

_____a result that you try to achieve
_____an occasion when people come together to discuss something
_____the act or process of buying something
_____to arrange for an event, etc. to take place at a later time or date
_____to decide that something that has been arranged will not take place
_____to give special importance to a fact, an idea, etc.
_____to plan or organize something in advance
_____to put forward an idea or a plan for other people to think about
_____to state or show that something is definitely true or correct, especially by providing evidence
_____to say that something will happen in the future
_____to say that you are willing to do something for somebody or give something to somebody

Ex. 2 Wordsquare

A	Y	D	R	O	C	C	L	D	R	U	J
R	D	M	E	C	N	A	L	E	E	R	F
R	N	V	R	B	E	N	S	F	M	B	I
A	P	R	E	D	I	C	T	N	O	U	L
N	P	T	F	R	S	E	R	C	T	S	Y
G	O	D	F	U	T	L	E	O	S	I	R
E	S	X	O	P	E	I	S	N	U	N	E
D	T	S	E	G	G	U	S	F	C	E	V
A	P	D	N	A	R	B	H	I	V	S	I
R	O	P	L	E	A	D	E	R	N	S	L
T	N	G	N	I	T	E	E	M	W	G	E
S	E	L	F	E	M	P	L	O	Y	E	D

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

A good _____ campaign will increase our sales.
After Ian dropped out of university, he worked as a _____ photographer.
Alex made an _____ of $ 4,000 for the car.
The company began to sell another _____ of petrol.
The company places too much _____ on cost and not enough on quality.
The five countries formed a regional _____ bloc.
The management is seeking a new _____ partner.
The shop receives only one _____ of books per week.
The shops try to find some ways to encourage customers to make a _____.
There are about 10,000 _____ people in taxi trade.

Your sentences:

_____

_____

_____

II. Collocations

business partner
breaking the ice
establish contacts
get down to business
have an appointment
make a deal
sales meeting
skilled typist
small talk
trade fair

Other collocations:

_____

_____

_____

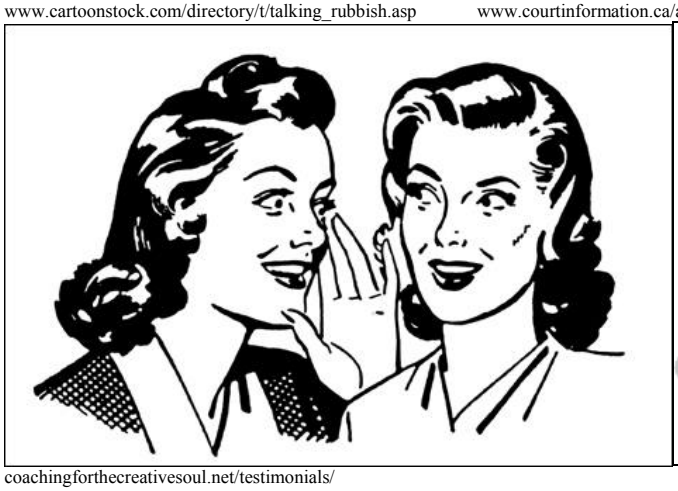
III. Useful phrases

Pleased to meet you, Mr ...
How do you do, Mr ...
Do I have the pleasure of speaking to Mrs ...?
I'm afraid I didn't catch your name.
Would you like a cup of coffee?
Did you have a good trip?
Let me introduce …
Sorry to keep you waiting.
Let's get down to business.
Shall we get started?

Ex. 4 Talking

www.cartoonstock.com/directory/t/talking_rubbish.asp

www.courtinformation.ca/applying-job



coachingforthecreativesoul.net/testimonials/

www.femalegamblers.info/past-issues/oct2007.htm

Ex. 5 Introducing

I am Eva Malá from Mobile Services, where I have been working since August 2011. The company markets all facilities for mobile phones. I work as a secretary and I am responsible for arranging sale meetings and appointments with customers.

My name is Jan Novák from ABC Company in Brno. We are an advertising company with a long tradition. I work in accounting and I am responsible for all incoming and outgoing invoices, which means that I check their correctness and keep the accounts of them. I joined the company in September 2011.

_____

_____

_____

_____

_____

Ex. 6 Small talk

A: **Is it your first visit in Brno?**
B: Yes - never - Europe.

_____

A: Like - Brno?

_____

B: People - friendly. Trams - jammed. Historical square - beautiful.

_____

C: **Isn't it cold today?**
D: No - used to cold weather.

_____

C: Typical weather - your country?

_____

D: Summer - rain. Winter - fog.

_____

Ex. 7 Matching

Questions:

1) How long will you be here?
2) Do you often travel abroad?
3) Where are you staying?
4) How long have you been with the company?
5) How many people work there?
6) What do you do?
7) What do you do in your spare time?
8) When was the company founded?
9) Which department are you in?
10) Who do you work for?

Answers:

a) About twice a month.
b) I do yoga.
c) I do not know the exact date but I think in 2005.
d) I work for ABC Company.
e) I'm a freelance accountant.
f) Two weeks.
g) In Brno? We are 12 at the moment.
h) I've been with the company for 15 months.
i) With my friend from studies.
j) Right now I'm in Sales.

Question	1	2	3	4	5	6	7	8	9	10
Answer										

Ex. 8 Dialogue in pairs

A: Businessman from England.
B: Businessman from Brno.

Ex. 9 Negotiating I

A: I'm sorry, but I can't go below 10,000.
B: 10,000 is a problem for us. My boss has set me a limit of 8,000. Can you explain why 10,000 is so important?
A: We have just spent a lot on a new building and we need to pay the bank which gave us a loan for this.
B: Ah, that's interesting. Which bank are you using?
A: Rich Brothers.
B: Ah. Perhaps we can help by speaking to the bank ourselves. We are major customers.
A: That would be great.

Ex. 10 Negotiating II

Useful phrases:

- ☐ We can offer discount on orders over 50,000.
- ☐ This really is the best product you can buy at this price.
- ☐ So which of those two would you prefer?
- ☐ I'm afraid we couldn't possibly accept that.
- ☐ That would certainly be acceptable.
- ☐ If you increase that to ... I think we'd have a deal.
- ☐ We'll confirm the details in writing as soon as possible.
- ☐ Well, this isn't really an attractive price for us
- ☐ Perhaps we could look at other suppliers?
- ☐ This doesn't work for us.
- ☐ I've got a problem with this.
- ☐ Where can you help me cut this?
- ☐ That really isn't what I expected.
- ☐ I'm a bit disappointed in your offer.
- ☐ You're too expensive.
- ☐ I can't afford that.
- ☐ Budgets are tight.
- ☐ That would be really tough for us
- ☐ I don't think this is possible.
- ☐ Let's make sure we agree on these figures (dates / etc.).
- ☐ I believe we have an agreement.

Not very polite phrases:

I thought we were friends.
We're not the Salvation Army.
Would you like my arm and leg too?
I've got a family to feed.
You're gonna kill us.
You're insulting my intelligence.
Over my dead body!
Who do you think you are?
Is that in dollars or pesos?
Is this a negotiation or a burial?
What planet are you from?
You call that an offer?
What are you smoking?
Did you take your medication?

Task: Negotiate

Company A:
Imagine you own a furniture shop. You need to buy at least 5 cupboards but not more than 10, even number of kitchen chairs: min. 15, max. 30 and 3 or 4 tea tables. You would like to have the delivery made within 30 days and the price should not be more than 45 000 but you want a good quality of the furniture.

Company B:
Imagine you sell furniture. Your pricelist looks like this:

item:	price:	stock
exclusive cupboard	5,000.-	8
ordinary cupboard	2,000.-	4
kitchen chair leather	3,000.-	10
kitchen chair wood	1,000.-	20
kitchen chair steel	500.-	25
tea tables glass	1,500.-	5
tea tables wood	800.-	4

You deliver within 45 days. You want to sell as much furniture as possible but you know that "A" company is your good costumer and you do not want to loose them.

2. TELEPHONING

I. Vocabulary

answerphone	záznamník	**misuse**	zneužít
audibility	slyšitelnost	**mouthpiece**	mluvítko
charge	poplatek	**receiver**	sluchátko
directory	telefonní seznam	**redial**	znovu vytočit
duration	trvání	**switch**	přepojit
engaged	obsazený	**switchboard**	telefonní ústředna
extension	telefonní klapka	**tone**	vyzváněcí tón
intercom	domácí telefon	**transmission**	přenos (dat)
key	tlačítko	**voice**	hlas
loudspeaker	reproduktor	**wire**	pevné spojení

Ex. 1 Definitions

answerphone ['ɑːnsəfəʊn] audibility [ɔːdə'bɪləti] charge [tʃɑːdʒ]
directory [də'rektəri] duration [dju'reɪʃn] engaged [ɪn'ɡeɪdʒd] key [ki:]
extension [ɪk'stenʃn] intercom ['ɪntəkɒm] loudspeaker [lɑʊd'spi:kə]

_____a machine that answers your calls and record any message left by the person calling

_____a book containing lists of people's telephone numbers

_____a piece of equipment that changes electrical signals into sound, used in public places for announcing things

_____a system of communication by telephone inside an office

_____an extra telephone line connected to a central telephone in a house or to a switchboard in a large building

_____any of the buttons that you press to operate a telephone

_____being used

_____the amount of money that somebody asks for services

_____the length of time that something lasts

_____quality of being heard

misuse [mɪs'ju:s]	mouthpiece ['mɑʊθpi:s]	receiver [rɪ'si:və]	
redial ['ri:dɑɪəl]	switch [swɪtʃ]	switchboard ['swɪtʃbɔ:d]	
tone [təʊn]	transmission [træns'mɪʃn]	voice [vɔɪs]	wire ['wɑɪə]

_____a piece of metal in the form of thin thread that is used to carry an electric current or signal
_____a sound heard on a telephone line
_____the act of using something in a dishonest way or for the wrong purpose
_____the act or process of passing something from one person, place or thing to another
_____the central part of a telephone system, where telephone calls are answered and connected to the appropriate person
_____the part of a telephone that you hold close to your mouth and ear
_____the part of the telephone that is next to your mouth when you speak
_____the sound or sounds produced through the mouth by a person speaking or singing
_____to call a telephone number again
_____to change from one thing to another

Ex. 2 Wordsquare

G	L	L	G	E	N	S	R	W	Y	N	N
Y	O	S	A	C	G	E	N	A	T	O	O
R	U	W	S	I	V	E	E	N	I	I	I
O	D	I	B	I	D	C	N	S	L	T	S
T	S	T	E	K	I	E	S	W	I	A	N
C	P	C	G	O	W	I	R	E	B	R	E
E	E	H	V	T	M	P	C	R	I	U	T
R	A	E	O	S	E	H	M	P	D	D	X
I	K	N	N	S	A	T	I	H	U	N	E
D	E	A	U	R	W	U	T	O	A	N	S
D	R	S	G	I	G	O	R	N	G	W	W
T	I	E	A	O	N	M	Y	E	K	I	B
M	I	N	T	E	R	C	O	M	R	N	O

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

She left her name and number on his _____.
We have to make a small _____ for refreshments.
Names are listed alphabetically in the _____.
The longest call _____ on the phone was one hour twenty tree minutes.
I couldn't get through because the line's _____.
Can I have _____ 32 please?
He grossly _____ his power.
He pressed the _____ button and was connected to Athene again.
Call the _____ and ask for extension 410.
The telephone _____ had been cut.

Your sentences:

_____

_____

_____

II. Collocations

9-digit number
engaged tone
cheap rate
country code
data transmission
directory enquiries
incoming call
replace the receiver
stationary telephone
telephone directory

Other collocations:

_____

_____

_____

III. Useful phrases

Can I help you?
Can you put me through to Mrs ..., please?
Could you get extension 38 for me, please?
I'd like to speak to Mr ...
I'm afraid he's not available at the moment.
The line is engaged.
Can I give her a message?
Let me take down your number.
Sorry, I didn't quite catch that.
Could you spell that, please?
Can I call you back later?
Could you fax me your request?
I'm afraid we got cut off.

Ex. 4 Matching

1) I'm sorry, I didn't catch your name. Could you spell it, please?
2) Is that with a D at the end, D for David?
3) Did you say your number is 624 426?
4) Is that with B for Bravo or V for Victor?
5) Where did you say you're calling from?
6) Is that with one M in the middle or two?
7) The code for Sweden is 49, right?
8) Is that Ginola like the football player?

a) No, actually it's 46.
b) It's Valladolid with a V at the beginning, V for Victor.
c) No, it's Schmidt with a T at the end, T for Tommy.
d) Two. T-I-double-M-E-R-M-A-N.
e) No, 642 246.
f) Springer Verlag in Hamburg.
g) Krieslovski. K-R-I-E-S-L-O-V-S-K-I.
h) No, it's with two Ns in the middle.

Question	1	2	3	4	5	6	7	8
Answer								

Ex. 5 Names and numbers

Names: Telephone numbers:

_____ _____

_____ _____

_____ _____

Ex. 6 Correct order

☐ Mr Marnie. OK. Which company are you calling from?
☐ 'Bye.
☐ Yes, please. Can you tell her John Marnie rang? Tell her I'll call back later.
☐ 346 973 182. Fine. I'll make sure she gets the message.
☐ Jennings Furniture.
☐ You're welcome. 'Bye.
☐ I'm afraid she's not in the office this afternoon. Can I give her a message?
☐ Thanks.
☐ Good morning. Could I speak to Ms Geneva, please.
☐ And could you give me your number please?
☐ Good morning. Electric Angel Inc.
☐ Yes, it's 346 973 182.

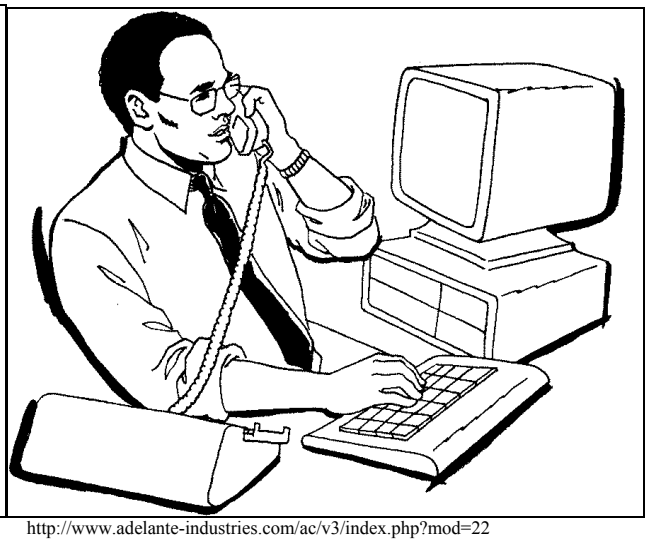
Ex. 7 Dialogue

Ex. 8 Calls

http://m.inmagine.com/image-izs015439-A-woman-talking-on-the-phone.html

http://www.phonesense.blogspot.com/

http://www.office-response.co.uk/tag/call-handling/page/2/



http://www.adelante-industries.com/ac/v3/index.php?mod=22

Ex. 9 Answers

A: Hello, is it Morris Mobiles?
B: Ano, co byste potřeboval?

A: I'd like to speak to Mr Hoffman.
B: Obávám se, že není momentálně přítomen.

A: Please, could you let him know that I called?
B: Jistě, mohu se zeptat, kdo volá?

A: Yes, my name is Thomas Auburnson and he number is 125 422 545.
B: Omlouvám se, nechytil jsme vaše jméno. Mohl byste to prosím vyhláskovat?

A: It's A-U-B-U-R-N-S-O-N.
B: Děkuji za zavolání pane Auburnsone a naslyšenou.

A: Thank you. Goodbye.

Ex. 10 Time

Useful phrases:

	Is half past five too late?
	OK, so I'll call at about ten to four.
	Can we make it before half past? How about twenty-five past two?
	I'll see you at three, then.
	How about half past twelve?
	Noon would be fine.
	OK, so that's ten on the dot.
	Let's make it quarter to four.

Is Monday morning OK?
Are you free on Tuesday at four?
I'm not available on Wednesday between ten and twelve thirty.
I'm busy on Thursday in the morning.
Friday afternoon is the best time for the meeting.

Your solution:

DAY: _____ HOUR: _____
DAY: _____ HOUR: _____
DAY: _____ HOUR: _____

3. COMPANY AND OFFICE

I. Vocabulary

accounting	účetnictví	**register**	(návštěvní) kniha
catering	stravovací služby	**ruler**	pravítko
clipping	výstřižek	**sellotape**	izolepa
consignment	zásilka	**stamp**	razítko, známka
entrepreneur	podnikatel	**stapler**	sešívačka
envelope	obálka, složka	**stationery**	psací potřeby
failure	porucha, selhání	**storage**	uložení
file	soubor, šanon	**subordinate**	podřízený
highlighter	zvýrazňovač	**typewriter**	psací stroj
puncher	děrovač	**wheeled**	kolečkový, jezdící

Ex. 1 Definitions

accounting [ə'kɑʊntɪŋ] highlighter ['hɑɪlɑɪtə] catering ['keɪtərɪŋ]
clipping ['klɪpɪŋ] consignment [kən'sɑɪnmənt] entrepreneur [ɒntrəprə'nɜː(r)]
failure ['feɪljə] file [fɑɪl] envelope ['envələʊp] puncher [pʌntʃə]

_____a box for keeping loose papers together and in order

_____a device used for making holes in pieces of paper so that they can be fastened together

_____a flat container made of plastic for keeping papers in

_____a person who makes money by starting or running businesses,

_____a quantity of goods that are sent or delivered somewhere

_____a special pen used for marking words in a text in bright colours

_____an article that you cut from a newspaper or magazine and keep

_____keeping written records of money that is owed to a company and of money that has been paid by it

_____lack of success in doing something

_____the work of providing food and drinks for meetings or social events

register ['redʒɪstə] ruler ['ru:lə] sellotape ['seləteɪp] stamp [stæmp] stapler ['steɪplə] stationery ['steɪʃənri] storage ['stɔ:rɪdʒ] subordinate [sə'bɔ:dɪnət] typewriter ['tɑɪprɑɪtə] wheeled [wi:ld]

_____a machine that produces writing similar to print
_____a small device used for putting a small piece of wire into paper
_____a straight strip of wood, plastic or metal, marked in centimetres or inches, used for measuring or for drawing straight lines
_____a tool for printing the date or a design or mark onto a surface
_____clear plastic tape that is sticky on one side, used for sticking things together
_____having less power than somebody else in an organization
_____having the number or type of round objects
_____materials for writing and for using in an office, for example paper, pens and envelopes
_____the process of keeping something in a particular place until it is needed
_____to record somebody's name on an official list

Ex. 2 Wordsquare

Y	P	W	H	A	E	G	A	R	O	T	S
R	U	E	N	E	R	P	E	R	T	N	E
E	N	V	E	L	O	P	E	E	S	E	T
N	C	W	H	E	E	T	C	T	W	M	A
O	H	R	A	T	S	L	A	H	C	N	N
I	E	I	Y	I	I	M	R	G	A	G	I
T	R	P	G	P	P	I	E	I	T	I	D
A	E	E	P	A	T	O	L	L	E	S	R
T	R	I	L	U	R	F	P	H	R	N	O
S	N	L	R	U	I	F	A	G	I	O	B
G	I	A	F	L	R	W	T	I	N	C	U
W	H	E	E	L	E	D	S	H	G	I	S
E	R	G	N	I	T	N	U	O	C	C	A

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

He pushed the _____ table back against the wall, giving her some space.
His name was the last entry in the _____.
If the buyer cannot accept delivery immediately, he has to pay for the_____charges.
It's cheaper to use recycled _____.
She was directly _____ to the president.
The _____ was destined for the Polish port of Szczecin
The firm's _____ practices should be open to inspection
The seed turned out to be the wrong kind, the crop was a total _____.
Who did the _____ for your son's wedding?
Your application will be kept on _____.

Your sentences:

_____

_____

_____

II. Collocations

adhesive tape
board of directors
career ladder
go bankrupt
headed paper
keep records
managing director
office car
pencil sharpener
unlimited liability

Other collocations:

_____

_____

_____

III. Useful phrases

Mr Brown is in the next office.
We received the instruction from our Prague office.
We had a total of three office cars registred.
The office building was situated in the area centre.
Sort the unfiled mail today and put it into the subject files.
Make two copies of this letter and enclose a copy of invoice No. 562 to the original.
Give the letter today's date and make sure to send it off tomorrow morning.
Unfortunately, there is something wrong with our fax machine and it won't be repaired until tomorrow.
There are a few typing errors in this letter, you'll have to correct them.

Ex. 4 Office supplies

http://www.istockphoto.com/stock-photo-8972114-office-supplies.php

1 _____ 9 _____

2 _____ 10 _____

3 _____ 11 _____

4 _____ 12 _____

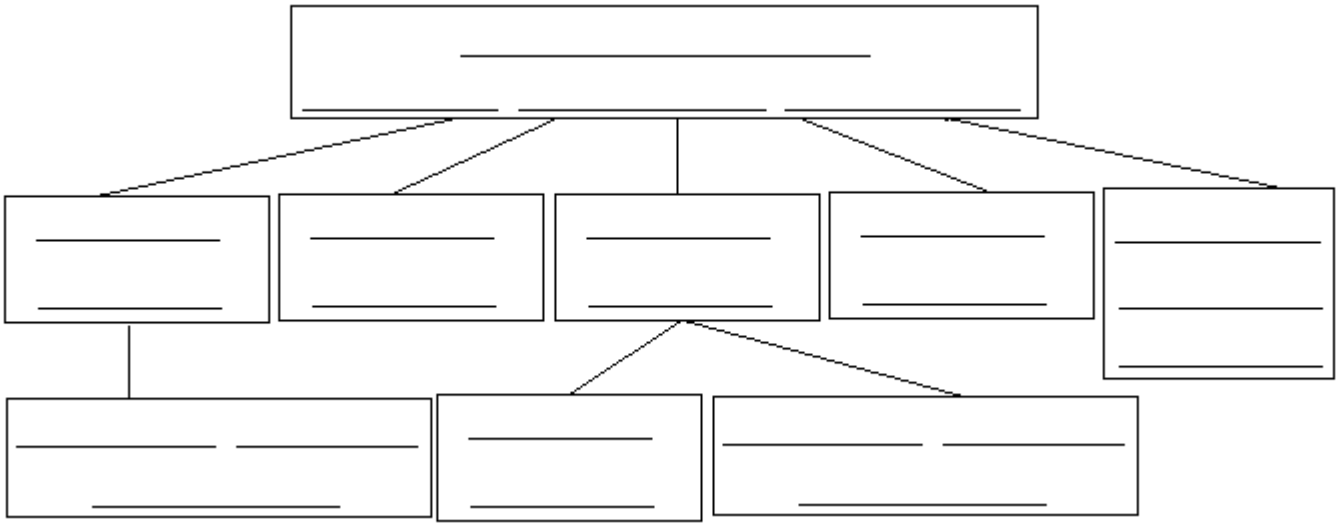
5 _____ _____

6 _____ _____

7 _____ _____

8 _____ _____

Ex. 5 Diagram of organization **in the UK**



accounts department manager
customer services manager
finance director
human resources director
chairperson = chief executive director

IT director
marketing director
research director
sales manager

In the U.S.A.

president, chief executive officer (CEO), chief operating officer (COO)

↓

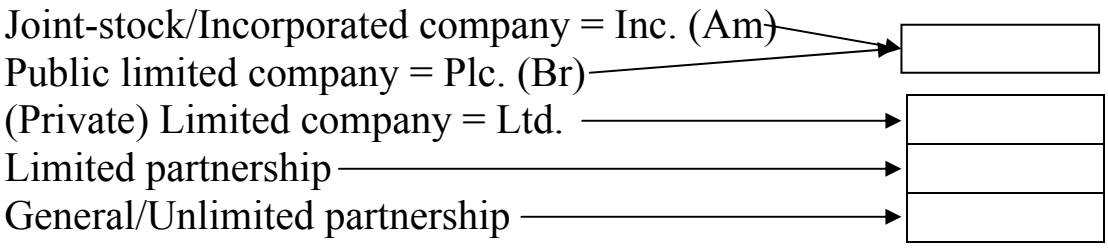
chief financial officer (CFO), VP marketing, VP human resources, VP research

VP = vice president

Organization of your company

Ex. 6 Companies

a. s.	k. s.	s. r. o.	v o. s.


Joint-stock/Incorporated company = Inc. (Am)
Public limited company = Plc. (Br)
(Private) Limited company = Ltd.
Limited partnership
General/Unlimited partnership

registered capital
reserve fund
liability
company bodies:
- board of directors,
- supervisory board,
- executives,
- general meeting
- general partners
- limited partners

Ex. 7 My company and office

Company type: _____

Position: _____

Office: _____

_____

Ex. 8 Who-What

Who is in charge of ...?	Who reports to ...?
Who reports to the ...?	What does ... do?

Ex. 9 Type of work

Secretary	Deputy teacher	Economist
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

4. SOCIAL CORRESPONDENCE

I. Vocabulary

announcement	oznámení	**honour**	čest
appreciation	uznání	**invitation**	pozvání
celebrate	oslavovat	**loss**	ztráta
comfort	útěcha	**occasion**	příležitost
condolence	projev soustrasti	**pleasure**	potěšení
delighted	potěšený	**promotion**	povýšení
dignity	důstojnost, respekt	**request**	požadavek
genuine	upřímný, nelíčený	**sorrow**	smutek, zármutek
grieved	zarmoucený	**success**	úspěch
heal	vyléčit	**sympathy**	pochopení

Ex. 1 Definitions

announcement [ə'nɑʊnsmənt] appreciation [əpri:ʃi'eɪʃn] celebrate ['selɪbreɪt]
comfort ['kʌmfət] condolence [kən'dəʊləns] delighted [dɪ'lɑɪtɪd]
dignity ['dɪgnəti] genuine ['dʒenjuɪn] grieved [gri:vd] heal [hi:l]

_____a calm and serious manner that deserves respect
_____a feeling of not suffering or worrying so much
_____a spoken or written statement that informs people about something
_____feeling very sad, especially because somebody has died
_____sincere and honest
_____sympathy that you feel for somebody when a person that they know well has died
_____the feeling of being grateful for something
_____to become healthy again
_____to show that a day or an event is important by doing something special on it
_____very pleased

honour ['ɒnə]	success [sək'ses]	loss [lɒs]	occasion [ə'keɪʒn]
pleasure ['pleʒə]	promotion [prə'məʊʃn]	request [rɪ'kwest]	
sorrow ['sɒrəʊ]	invitation [ɪnvɪ'teɪʃn]	sympathy ['sɪmpəθi]	

_____a feeling of great sadness because something very bad has happened
_____a move to a more important job
_____a particular time when something happens
_____a spoken or written request to somebody to do something or to go somewhere
_____a state of feeling or being happy or satisfied
_____great respect and admiration for somebody
_____showing that you understand and care about somebody's problems
_____the action of asking for something formally and politely
_____the fact that you have achieved something that you want and have been trying to do or get
_____the state of no longer having something or the death of a person

Ex. 2 Wordsquare

T	N	E	M	E	C	N	U	O	N	N	A
S	O	R	R	O	W	I	P	L	S	S	P
E	I	W	N	O	I	T	O	M	O	R	P
U	T	R	G	P	O	L	O	S	S	C	R
Q	A	D	D	I	G	N	I	T	Y	O	E
E	T	A	R	B	E	L	E	C	M	N	C
R	I	S	B	Q	N	R	D	O	P	C	I
U	V	U	L	M	U	T	E	M	A	O	A
O	N	C	L	S	I	M	V	F	T	L	T
N	I	C	A	A	N	G	E	O	H	E	I
O	C	E	V	I	E	C	I	R	Y	N	O
H	L	S	C	C	O	H	R	T	O	C	N
P	L	S	D	E	T	H	G	I	L	E	D

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

He accepted the criticism with quiet _____.
Her happiness was perfectly _____.
His _____ to Sales Manager took everyone by surprise.
I didn't have much _____ in finding a job.
I have no _____ for Clare, it's all her own fault.
On one _____, she called me in the middle of the night.
Our _____ go to his wife and family.
Please accept this gift in _____ of all you've done for us.
The _____ of his wife was a great blow to him.
They stood in silence as a mark of _____ to him.

Your sentences:

_____

_____

_____

II. Collocations

appreciation for services
best wishes
decorative layout
deepest sympathy
find comfort
greatly contribute
happy returns
share grief
sudden loss
warm congratulations

Other collocations:

_____

_____

_____

III. Useful phrases

Mr Hofer requests the pleasure of Mr Hyl's company at dinner on May 2.

Mr and Mrs Abbys request the honour of your presence at the marriage of their daughter Elizabeth.

We were delighted to learn the announcement about your promotion.

We send you our warm congratulations on your wedding.

Please accept our deepest sympathy on the sudden loss of your husband.

We hope that time will soon heal your sorrow.

Ex. 4 Congratulation I

a) with which we had the privilege to cooperate
b) We wish to send you our warm congratulation
c) for so many years.
d) an important part of your outstanding service
e) as the Marketing Director of Helios Inc.
f) to your company
g) in your new position.
h) you have accomplished
i) It's fine to know that
j) We wish you every success
k) on your appointment

☐ _____

_____

☐ _____

_____

☐ _____

_____

Ex. 5 Condolence I

and professional qualities | long be remembered | had respect for his personal
we hope time will soon | heal the pain but he will | by many who

☐ _____

_____

the sad news | of your Mr ... | about the sudden departure | we have just learned

☐ _____

in your great | sympathy | loss | with deepest | to you

☐ _____

today our thoughts are | in this great sorrow
we'd like you to know that | with you and the family

☐ _____

_____

Ex. 6 Invitation I

be issued	be served	celebrating	commence	cordially	
greet	look forward	received	return	take place	wearing

Dear Sir,
You are _____ invited to a fancy dress ball _____ the birthday of Miss Michelle Jackson. The event will _____ at the Neverlate Ranch on Friday the 13th of June. Proceedings shall _____ with a display of fireworks at 7pm sharp and a program of events will _____ to you upon your arrival. A five course dinner will _____ in the dining hall at 8.30, whereby Miss Jackson will make her appearance and _____ each of you personally. It is expected that you arrive _____ a black tie and tuxedo.
Please complete the details below and _____ this invitation to the above address by the 1st of January. Regrettably, replies _____ after this date cannot be accepted.
On behalf of Miss Jackson, I _____ to your attendance.
Mr M. Mouse,
personal secretary to Miss Jackson.

Ex. 7 Congratulation II

Dear Jane,
Congratulations at your promotion for Regional Manager at Pembroke Videos. I've alvays been impressed on your dedication and problem solving skills. You have done an exellent job there, and recognition of this kind is well deserved. Well done, and I wish you continued sucess.
Regards,
Sarah

Ex. 8 Condolence II

Dear Charles,
I am writing to extend my deepest ***s***_____ to you and your family.
Please accept my sincere ***c***_____ on this sad ***o***_____. I wish you peace and healing as you grieve the ***l***_____ of your beloved father.
I am thinking of you and your family in your ***s***_____.
With regards and good wishes for better ***t***_____ to come.
Yours in grief,
Wilbur

Ex. 9 In-Cs-Ce

- [ ] We deeply feel for you in your sorrow. ☐
- [ ] Mr Copps request the honour of your presence at the opening ceremony of Mangel's vernissage. ☐
- [ ] We've just heard the great news about your daughter. ☐
- [ ] Today we are among those who deeply share your grief. ☐
- [ ] May we say how pleased we are by your happy news. ☐
- [ ] Please accept our best wishes for your success. ☐
- [ ] May we say how grieved we are at the sad news about Mr XY. ☐
- [ ] Dear Julia, we'll be happy if you could join us for a little dinner to celebrate Michal's promotion. ☐

Ex. 10 Invitation II

INVITATION FOR THE _____ *(name of the event)*
OF _____ *(the name/s of the person/s on whom the event is centred)*

Dear ___*(the name/s of the guest/s)*

It is an absolute elation to invite you and your family on the auspicious/special/ gala event/occasion of ____ *(name of the event/occasion)* of ____ *(name/s of the concerned person/s)* to be hosted on _____ *(the exact date)* at ____ *(the venue of the event)* from _____ *(timing details)*.

It would be your extreme kindness if you could come to the warm gathering and wish/bless ____ *(the name/s of the concerned person/s)* for a prosperous and healthy future.

Best of regards

Sincerely
____ *(name of the guardian/parent/concerned person)*

5. MARKETING AND SALES

I. Vocabulary

abandon	opustit, zanechat	**present**	představovat
awareness	povědomí, uvědomění	**product**	výrobek
competition	konkurence	**purchaser**	nakupující
consumer	spotřebitel	**rivals**	soupeři
distribute	rozdělovat	**seller**	prodejce
durables	zboží dl. spotřeby	**share**	podíl
goods	zboží	**support**	podporovat
market	trh	**vendor**	(pouliční) prodejce
niche	mezera na trhu	**wage**	mzda
packaging	obal výrobku	**wholesaler**	velkoobchodník

Ex. 1 Definitions

abandon [ə'bændən]	awareness [ə'weənəs]	competition [kɒmpə'tɪʃn]
consumer [kən'sju:mə]	distribute [dɪ'strɪbju:t]	durable ['djʊərəbl]
goods [gʊdz]	market ['mɑ:kɪt]	niche [ni:ʃ]
packaging ['pækɪdʒɪŋ]		

_____a particular area, country or section of the population that might buy goods

_____a person who buys goods or uses services

_____a situation in which people or organizations try to be more successful or better than somebody else

_____an opportunity to sell a particular product to a particular group of people

_____knowing that something exists and is important

_____likely to last for a long time without breaking or getting weaker

_____materials used to wrap or protect goods that are sold in shops/stores

_____things that are produced to be sold

_____to send goods to shops/stores and businesses so that they can be sold

_____to stop doing something, especially before it is finished

present [prɪ'zent]	product ['prɒdʌkt]	purchaser ['pɜːtʃəsə]
rival ['rɑɪvl]	seller ['selə]	share [ʃeə]	support [sə'pɔːt]
vendor ['vendə]	wage [weɪdʒ]	wholesaler ['həʊlseɪlə]

_____a person who buys something

_____a person who gives something to somebody in exchange for money

_____a person who sells things usually outside on the street

_____a person, company that competes with another in business

_____a regular amount of money that you earn, usually every week

_____a thing that is grown or produced, usually for sale

_____one part of something that is divided between two or more people

_____someone who buys and sells goods in large amounts to shops

_____to help or encourage somebody/something

_____to show or describe something/somebody in a particular way

Ex. 2 Wordsquare

N	M	T	R	O	P	P	U	S	W	D	R
O	A	P	T	C	U	D	O	R	P	I	O
I	R	R	U	R	R	I	V	A	L	S	D
T	K	E	E	R	C	H	C	S	U	T	N
I	E	S	S	L	H	K	S	H	A	R	E
T	S	E	L	B	A	R	U	D	B	I	V
E	D	N	O	G	S	S	P	H	A	B	P
P	O	T	I	O	E	E	E	W	N	U	P
M	O	N	T	C	R	L	G	L	D	T	E
O	G	L	O	P	H	L	C	O	O	E	G
C	O	N	S	U	M	E	R	R	N	H	A
B	S	S	E	N	E	R	A	W	A	G	W

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

Attractive _____ can help to sell products.
Have you found a _____ for your house?
_____ normally have reasonably fixed prices
She's been working as a street _____, selling fruit and veg.
The campaign is designed to build brand _____ in a market.
The company has decided it must _____ a more modern image.
The costs of _____, housing and energy are crippling for many poor people
They found a _____ in the market, with no serious competition.
They say they have a 40% worldwide market _____.
We had to _____ any further attempt at negotiation.

Your sentences:

_____

_____

_____

II. Collocations

advanced economies
brand awareness
chain store
keeping in minds
key players
make a profit
market orientation
marketing concept
put into action
satisfy needs

Other collocations:

_____

_____

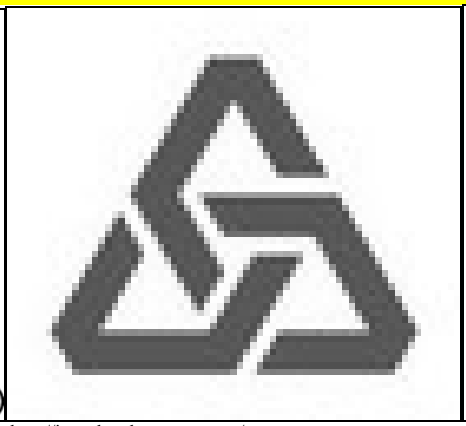
_____

III. Useful phrases

Market growth is incredible.
Women are an important market segment for Volvo.
Tesco has the highest market share among UK supermarkets.
Apple is going to simplify its product line.
Consumers will get price cut of eight per cent of phone bills.
Petron is a price leader; it's usually the first to offer lower prices.
When price controls were ended, electricity and transport costs went up.

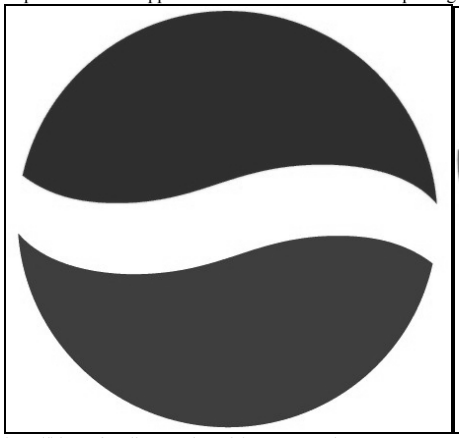
Ex. 4 Brands

http://www.edibleapple.com



http://img.aktualne.centrum.cz/

http://www.indimoto.com



http://bigperfectdiet.com/pepsi-logo-2009-pictures

http://www.free-extras.com/images/adidas_logo-658.htm

Ex. 5 Methods

brochures _____

catalogues _____

direct mail _____

leaflets _____

packaging _____

point of sale displays _____

press releases _____

showrooms _____

sports sponsorship _____

stands at trade fairs and exhibitions _____

word of mouth _____

bicycles	books	cars	dogs food	flights	hotel stay	houses
cheese	mortgage	museum	musicals	nappies	petrol	
phone service	soft drinks	tooth paste	trains	yogurts	zoo	

Ex. 6 Advertisement

IT JUST TASTES BETTER
BURGER KING
IT'LL BLOW YOUR MIND AWAY
$6.25 MEAL
BK SUPER SEVEN INCHER
Fill your desire for something long, juicy and flame-grilled with the NEW BK SUPER SEVEN INCHER. Yearn for more after you taste the mind-blowing burger that comes with a single beef patty topped with American cheese, crispy onions and the thick and hearty steak sauce.

http://www.designyourway.net/diverse/fastfood/burger-king-bk-super-seven-incher-advertisement-picture.jpg

Ex. 7 Presentation

Price?	attractive, fair, reasonable, right
Quality?	excellent, good, high, outstanding, superior, top
For whom?	women, children, teenagers, gardeners, sportsmen, musicians, ...
Guarantee?	lifetime, three-year, two-year, ...
Services?	excellent, first-class, professional, quality, prompt, after-sales
Purpose?	What is the product for?

_____

_____

_____

_____

_____

Ex. 8 Dialogue

A: Nice to see you here, Mr. B. How are you?
B: Oh, good morning, Mr. A. I didn't expect to see you here.
A: _____on my way to Vienna and inform you about the market situation in our country.
B: Well?
A: _____, and the black _____ _____, but we'd prefer some brighter colours in the future.
B: In that case go through the catalogue. Here, just turn on page 15.
A: Yes, that's exactly what we need. _____?
B: Definitely. _____
A: And _____?
B: Of course, please, do.
A: Thanks. I'll go through it. And what about discounts for large orders:
B: _____, it depends on the volume of your order.
A: OK, _____, by the end of the next week at the latest. Is that all right with you?
B: Fine, I hope you'll be satisfied.

1) all items can be delivered from stock
2) I can't tell you off-hand
3) I decided to call on you
4) is this type available at once
5) may I take a copy of the catalogue
6) doggies especially are selling extremely well
7) I'll let you know the quantity after coming back
8) there is a real demand for your plush toys

Ex. 9 Price

Make sure you get good value for money.

_____

Spend time looking for the lowest possible price.

_____

Not worry about price, just buy what you want.

_____

Ex. 10 Salesperson

before	buying	client	individual	product	wants	weaknesses

1) Know your _____ and its main features.
2) Know the strength and _____ of competing products.
3) Find out who makes the _____ decisions in your client's firm.
4) Plan each sales interview _____ it takes place.
5) Match what you're selling to each client's _____ and needs.
6) Listen to what your _____ tells you.
7) Remember that each client is an _____, not a number.

6. BUSINESS TRIP

I. Vocabulary

available	k dispozici	**passport**	cestovní pas
book	rezervovat	**platform**	nástupiště
delay	zpoždění	**porter**	obsluha
destination	místo určení	**queue**	stát frontu
display	zobrazit	**rest**	odpočinek
entrust	pověřit	**stay**	pobyt
check	zjistit, zkontrolovat	**suitcase**	kufr
include	zahrnovat	**transport**	převoz
journey	cesta	**trolley**	vozík
luggage	zavazadla	**underground**	metro

Ex. 1 Definitions

available [əˈveɪləbl]	book [bʊk]	destination [destɪˈneɪʃn]	
display [dɪˈspleɪ]	entrust [ɪnˈtrʌst]	check [tʃek]	include [ɪnˈkluːd]
journey [ˈdʒɜːni]	luggage [ˈlʌgɪdʒ]	delay [dɪˈleɪ]	

_____a place to which somebody/something is going or being sent

_____a situation in which something does not happen when it should

_____able to be bought, used, or reached

_____an act of travelling from one place to another

_____bags, cases, etc. that contain somebody's clothes and things when they are travelling

_____to arrange to have or use something on a particular date in the future

_____to examine something to see if it is correct

_____to make somebody responsible for doing something or taking care of somebody

_____to make somebody/something part of something

_____to show something to people

passport ['pɑːspɔːt]	platform ['plætfɔːm]	porter ['pɔːtə]	
queue [kju:]	rest [rest]	stay [steɪ]	suitcase ['su:tkeɪs]
transport ['trænspɔːt]	trolley ['trɒli]	underground ['ʌndəgrɑʊnd]	

_____a case with flat sides and a handle, used for carrying clothes, etc.

_____a period of living in a place temporarily as a guest

_____a period of relaxing, sleeping or doing nothing

_____a person whose job is carrying people's bags and other loads

_____a vehicle with wheels that can be pushed, used for carrying things

_____a system for carrying people or goods from one place to another

_____an official document identifying you as a citizen of a country

_____railroad system in a city under the surface of the ground

_____the raised flat area beside the track at a train station

_____to wait in a line of people, vehicles, etc.

Ex. 2 Wordsquare

P	N	O	I	T	A	N	I	T	S	E	D
A	G	G	U	L	V	U	C	T	P	E	N
S	U	I	T	C	A	S	E	R	L	G	U
S	C	K	R	O	I	U	N	A	A	G	O
P	T	R	O	L	L	E	Y	N	T	A	R
O	S	A	Y	O	A	S	T	S	F	J	G
R	U	C	Y	A	B	P	Q	P	O	O	R
T	R	H	B	Q	L	U	O	O	R	U	E
Q	T	E	T	E	E	P	T	R	M	R	D
I	N	C	L	U	D	E	S	T	T	N	N
W	E	K	E	A	P	S	E	I	G	E	U
E	G	A	G	G	U	L	R	U	D	Y	R

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

_____ to and from the airport is included in the price.
Customs officers have the right to check all _____ going through customs.
Does the price _____ tax?
He _____ the task to his nephew.
I enjoyed my _____ in London.
Our luggage was checked all the way through to our final _____.
She _____ a flight to Chicago.
The hotel _____ will get you a taxi.
We apologize for the _____ in answering your letter.
We had to _____ up for an hour for the tickets.

Your sentences:

_____

_____

_____

II. Collocations

airport tax
business class
company rules
contact the receptionist
customs declaration
fill registration
make familiar
one way road
private bathroom
railway station

Other collocations:

_____

_____

_____

III. Useful phrases

Which platform is the Inter-City train to Manchester?
How can I get to platform three?
Which days does the bus operate?
Does the train go every hour?
How long is the journey from Victoria Station to Heathrow?
How much do you charge for …?
Excuse me, could you tell me …?
Do you happen to know …?
Where shall I sign the cheque?
Are the prices inclusive of service charge?
Thanks, I'll manage myself.
Your room is on the seventh floor.
The train is due in at five-twenty.
I'll give you a hand with your luggage.

Ex. 4 Transport

airplane _____

bicycle _____

bus _____

car _____

on foot _____

ship _____

train _____

other _____

Ex. 5 At the airport

Checking In

Good morning. Can I have your ticket, please?

_____

Thank you. Would you like smoking or non-smoking?

_____

Would you like a window or an aisle seat?

_____

Do you have any baggage?

_____

Here's your boarding pass. Have a nice flight.

_____

Getting your luggage

At which carrousel will our luggage be?

At number 5, over there.

Passport Control

Good morning. Can I see your passport?

_____

Thank you very much. Are you a tourist or on business?

_____

That's fine. Have a pleasant stay.

_____

Going through customs

Do you have anything to declare?
Is this your first time in the UK?
What's the purpose of your visit?
Are you here for business or pleasure?
Did you purchase any perishables?
How long do you plan to stay in the country?
What's your final destination?
Did you pack the bag yourself?

I'm staying here for two weeks.
I'm here on business
I'm visiting friends
I haven't got anything to declare
This is my first time in England

Ex. 6 At the railway station

P: Excuse me, please, the Inter-City train to Manchester, which platform is that?

R: Platform three, you must queue over there, sir. And you'd better use this trolley for your luggage, it's more comfortable.

P: Oh yes, thank you. And ... the train should arrive at Manchester at half past six, shouldn't it?

R: Yes, that's right. It's due in at six-thirty, sir. Have a look, all trains, delays and changes are displayed on that board.

P: Oh, I see, I couldn't find it, I can't see well, you know.

R: That's all right, sir. Have a nice journey.

Ex. 7 In the hotel

R: Good afternoon, San Felice Hotel. May I help you?
M: Yes. I'd like to book a room, please.
R: Certainly. When for, madam?
M: March the 23rd.
R: How long will you be staying?
M: Three nights.
R: What kind of room would you like, madam?
M: Er... double with bath. I'd appreciate it if you could give me a room with a view over the lake.
R: Certainly, madam. I'll just check what we have available. . . Yes, we have a room on the 4th floor with a really splendid view.
M: Fine. How much is the charge per night?
R: Would you like breakfast?
M: No, thanks.
R: It's eighty four euro per night excluding VAT.
M: That's fine.
R: Who's the booking for, please, madam?
M: Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.
R: Okay, let me make sure I got that: Mr and Mrs Ryefield. Double with bath for March the 23rd, 24th and 25th. Is that correct?
M: Yes it is. Thank you.
R: Let me give you your confirmation number. It's: 7576385. I'll repeat that: 7576 385. Thank you for choosing San Felice Hotel and have a nice day. Goodbye.
M: Goodbye.

Ex. 8 At the restaurant

Já si dám ..._____

Já si dám to stejné. _____

Můžu poprosit o kečup?_____

Co byste mi doporučil? _____

Dobrou chuť. _____

Tohle platím já. (To je na mě.) _____

Můžu poprosit o účet. _____

Zbytek si nechtet._____

Myslím si, že je tam chyba. _____

Ex. 9 Business trip report

Where did you go?
The date and time you left home and returned.
The total days gone and number of days spent on business.
Air Fares or miles if you used a vehicle.
Car rental expense.
Transportation while at business location (taxi, train, etc.)
Why did you go? What is the principal purpose for the trip?
Results of your trip.

Example:

On April 24 I attended a seminar in Brno which was sponsored by Incoming Calls Management Institute. The name of the seminar was "Understanding and Applying Today's Call Centre Technologies." The seminar leader was Dave Bengtson, a consultant with Vanguard Communications Corporation.

We talked about strategic alignment – how important it is that our call centre technology enable our call centre strategy. We must use multiple media and build relationships with customers – not just service their needs over the telephone.

Our materials packet included a handout listing vendors by category, a valuable resource list with on-line learning centres, a glossary, a planning and implementation toolkit.

We had group exercises to apply what we were learning, and a lot of good discussion among the class members.

I think this course was worth attending. I would recommend that others from our company attend. I learned a lot about the many call centre technologies and have new ideas about why they make sense in our business and what we should do next.

7. FINANCE AND BANKING

I. Vocabulary

account	účet	**liabilities**	pasiva
annual	roční	**mortgage**	hypotéka
assets	aktiva	**overdraft**	kontokorent
bankloan	bankovní půjčka	**overheads**	režie
contribution	příspěvek	**principal**	jistina
debt	dluh, závazek	**security**	cenný papír
depreciation	odpis	**shareholder**	akcionář
equipment	zařízení, vybavení	**tangible**	hmotný (majetek)
intangible	nehmotný (majetek)	**turnover**	obrat
interest	úrok	**value**	hodnota

Ex. 1 Definitions

account [ə'kɑʊnt] annual ['ænjuəl] assets ['æset] interest ['ɪntrəst]
debt [det] contribution [kɒntrɪ'bju:ʃn] depreciation [dɪ'pri:ʃieɪʃn]
bankloans [bæŋkləʊnz] equipment [ɪ'kwɪpmənt] intangible [ɪn'tændʒəbl]

_____a sum of money that is given to a person or an organization in order to help pay for something

_____a sum of money that somebody owes

_____a thing of value, especially property, that a person or company owns, which can be used or sold to pay debts

_____an arrangement that somebody has with a bank, etc. to keep money there, take some out, etc

_____becoming less valuable over a period of time

_____happening or done once every year

_____money that a bank lends and somebody borrows

_____that does not exist as a physical thing but is still valuable to a company

_____the extra money that you pay back when you borrow money or that you receive when you invest money

_____the things that are needed for a particular purpose or activity

liabilities [lɑɪə'bɪlətiz]	shareholder ['ʃeəhəʊldə]	overdraft ['əʊvədrɑ:ft]
overheads ['əʊvəhedz]	mortgage ['mɔ:gɪdʒ]	turnover ['tɜ:nəʊvə]
value ['vælju:]	security [sɪ'kjʊərəti]	tangible ['tændʒəbl]
principal ['prɪnsəpl]		

_____an amount of money that you lend or invest to earn interest

_____an owner of shares in a company or business

_____documents proving that somebody is the owner of shares

_____how much something is worth

_____legal agreement by which a bank lends you money to buy a house

_____regular costs that you have when running a business (electricity)

_____that you can touch and feel

_____the amount of money that a person or company owes

_____the amount of money that you owe to a bank when you have spent more money than is in your bank account

_____the total amount of goods or services sold during a period of time

Ex. 2 Wordsquare

L	A	P	I	C	N	I	R	P	S	E	C	N
I	A	R	S	D	A	E	H	R	E	V	O	O
A	C	U	E	B	T	Q	E	R	E	T	N	I
B	C	M	N	A	C	U	T	E	S	T	T	L
I	N	T	A	N	G	I	B	L	E	F	R	B
L	T	N	I	K	A	P	E	B	C	A	I	E
I	N	T	E	L	D	M	D	I	U	R	B	G
T	U	R	N	O	V	E	R	G	R	D	U	A
I	E	U	L	A	V	N	R	N	I	R	T	G
E	G	A	G	N	M	T	O	A	T	E	I	T
S	T	E	S	S	A	C	M	T	Y	V	O	R
D	E	P	R	E	C	I	A	T	I	O	N	O
R	E	D	L	O	H	E	R	A	H	S	O	M

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

What's your _____ number please?
All _____ will be gratefully received.
The _____ of the photographic studio was expensive.
The money was repaid with _____.
The company is reported to have _____ of nearly $90,000.
I had to arrange an _____ to pay for the car.
The company's annual _____ was $75 million
Companies publish _____ reports to inform the public about the previous year's activities.
They took out a £40,000 _____ to buy the house.
The bank will make a loan against the _____ of the lender's house.

Your sentences:

_____

_____

_____

II. Collocations

balance sheet
company's reputation
bank statement
building society
current assets
financial records
long-term liabilities
pre-tax profit
red ink
work-in progress

Other collocations:

_____

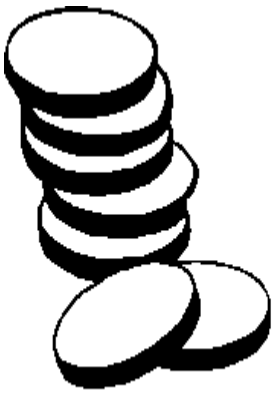
_____

_____

III. Useful phrases

The payment is now overdue.
You have exceeded your credit limit.
We'd like your payment to be made without any more delay.
We may have to consider legal action.
I look forward to immediate payment.
Our agreement was quite clear concerning payment.
We'll be able to process your orders as soon as your payment comes through.
Materials are included in cost of sales.
Tangible fixed assets include factories, machinery and vehicles, but not stocks.

Ex. 4 Currency



Great Britain		Dollar	PLN
India		Pound Sterling	KRW
Japan		Crown	INR
Poland		Yen	USD
Russia		Frank	GBP
South Korea		Euro	CZK
Switzerland		Rouble	JPY
The Czech Republic		Zloty	EUR
The European Union		Rupee	CHF
United States		Won	RUR

Symbol	Country	Currency	SWIFT Code
¥			
£			
Rp			
zł			
Kč			
€			
Fr			
₩			
$			
руб			

Ex. 5 Politeness I

1) We will stop our deliveries to you.

_____

2) Read the contract, stupid!

_____

3) Tell that to the judge, in court.

_____

4) Can't you count? You spent too much!

_____

5) Where is our money?

_____

Ex. 6 Politeness II

- ☐ You realize that payment is now overdue?
- ☐ You know that you have exceeded your credit limit?
- ☐ Our agreement was quite clear concerning payment.
- ☐ We'll be able to process your orders as soon as your payment comes through.
- ☐ We may have to consider legal action.

Ex. 7 At the bank

Expressions	**Responses**
I want to cash a check.	Please see the woman at the new accounts desk over there.
I would like to make a deposit into my checking account.	Please complete this deposit slip.
I need to withdrawal $500 from my savings account.	Certainly, do you have an ID.
I would like to apply for a bank guarantee card.	You will have to see Mr. Ellison in the loan department.
Who can I talk to about a car loan?	Of course. Do you have your passbook?

Ex. 8 Withdrawal

B: Next please. How may I help you?
C: Yes, I'd like to make a withdrawal from my saving account and cash a check.
B: Certainly sir. Please complete this withdrawal slip, with your name, account number and amount of withdrawal.
C: There you go.
B: Thank you. How would you like that?
C: Could I have two hundreds, two fifties, and the rest in twenties.
B: Here you are. I need you to endorse the back of the check you want to cash and I'll need to see an ID.
C: No problem.
B: Here you are. Will that be all today?
C: Yes, that will do it. Thanks.
B: Thank you. Have a pleasant day.

Ex. 9 Finance

account	cash	debts	interest	overdraft
borrow	cashpoint	cheque	loan	overdrawn

1) She's spending too much money. She's already got an enormous _____ .
2) He needs some cash. Is there a _____ near here?
3) She hasn't got any _____ with her. She'll need to go to the bank.
4) Steve's got quite a few _____ . He's borrowed money from the bank and several of his friends.
5) If you want to buy a new car, why not get a _____ from the bank?
6) His salary is paid straight into his _____ at the end of every month.
7) Interest rates are very low. Why don't you _____ the money from the bank?
8) He's going to the bank to pay in this _____ .
9) She'll have to stop spending so much money. She's already _____ by over £ 300.
10) If you are prepared to take more risk, you'll get higher _____ on your investment.

Ex. 10 Deposit

A: How are you doing?
B: Great. Thanks for ***a***_____.
A: What can I do for you today?
B: I would like to ***d***_____ some money.
A: Are you depositing cash or a ***c***_____?
B: I want to deposit cash.
A: How ***m***_____ are you depositing?
B: I would ***l***_____ to deposit $300.
A: What ***a***_____ do you want your money in?
B: I want to deposit it into my ***c***_____ account.
A: Do you ***n***_____ anything else?
B: No. That's all. Thank you.

8. BUSINESS CORRESPONDENCE

I. Vocabulary

apology	omluva	**investigate**	zkoumat, vyšetřit
appreciate	uznat, ocenit	**invoice**	faktura
arrival	příjezd, doručení	**order**	objednávka
catalogue	katalog	**payment**	platba
coincidence	náhoda	**regret**	litovat
complaint	stížnost, reklamace	**reply**	odpovědět
damaged	zničený, poškozený	**request**	žádost
dispatch	odeslání (zboží)	**sample**	vzorek
drop	klesnout	**supplier**	dodavatel
heading	hlavička (dopisu)	**top**	přesáhnout

Ex. 1 Definitions

apology [ə'pɒlədʒi]	appreciate [ə'pri:ʃieɪt]	arrival [ə'rɑɪvl]	drop [drɒp]
catalogue ['kætəlɒg]	coincidence [kəʊ'ɪnsɪdəns]	complaint [kəm'pleɪnt]	
damaged ['dæmɪdʒ]	dispatch [dɪ'spætʃ]	heading ['hedɪŋ]	

_____a complete list of items, for example of things that people can look at or buy

_____a reason for not being satisfied; a statement that somebody makes saying that they are not satisfied

_____a title printed at the top of a page

_____a word or statement saying sorry for something that has been done wrong or that causes a problem

_____an act of coming or being brought to a place

_____physically harmed, caused to something which makes it less attractive, useful or valuable

_____the fact of two things happening at the same time by chance, in a surprising way

_____to become or make something weaker, lower or less

_____to recognize the good qualities of somebody/something

_____to send a letter, package or message somewhere

investigate [ɪn'vestɪgeɪt]	invoice ['ɪnvɔɪs]	order ['ɔːdə]
payment ['peɪmənt]	regret [rɪ'gret]	reply [rɪ'plɑɪ]
request [rɪ'kwest]	sample ['sɑːmpl]	supplier [sə'plɑɪə]	top [tɒp]

_____a person or company that provides goods
_____a request to make or supply goods
_____an example of something to see what it is like
_____list of goods that have been sold, showing what you must pay
_____the act of paying somebody/something or of being paid
_____the action of asking for something formally and politely
_____to be higher than a particular amount
_____to feel sorry about something
_____to find out information and facts about a subject or problem
_____to say or write something as an answer to somebody/something

Ex. 2 Wordsquare

R	E	C	O	M	P	L	A	I	N	T	E
E	T	A	I	C	E	R	P	P	A	U	S
I	H	D	N	A	E	H	O	R	D	E	R
L	C	I	V	S	D	T	L	I	M	E	E
P	T	N	E	R	S	E	O	O	P	U	Q
P	A	V	S	H	C	T	G	L	A	G	U
U	P	O	T	N	E	M	Y	A	P	O	E
S	S	I	I	R	P	O	R	D	M	L	S
A	I	C	G	N	I	D	A	E	H	A	T
M	D	E	A	R	R	I	V	A	L	T	D
P	R	I	T	C	E	E	L	P	M	A	S
E	C	N	E	D	I	C	N	I	O	C	E

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

An illustrated _____ accompanies the exhibition.
Catalogues are available on _____.
Goods are _____ within 24 hours of your order reaching us.
He never _____ to any of my letters.
His talents are not fully _____ in that company.
I would like to place an _____ for ten copies of this book.
It's not a _____ that none of the directors are women
The most common _____ is about poor service.
The price of shares _____ by 14p.
We _____ to inform you that your application has not been successful.

Your sentences:

_____

_____

_____

II. Collocations

yours faithfully
best regards
business letter
delivery terms
fair settlement
financial year
market share
order number
professional manner
slight recovery

Other collocations:

_____

_____

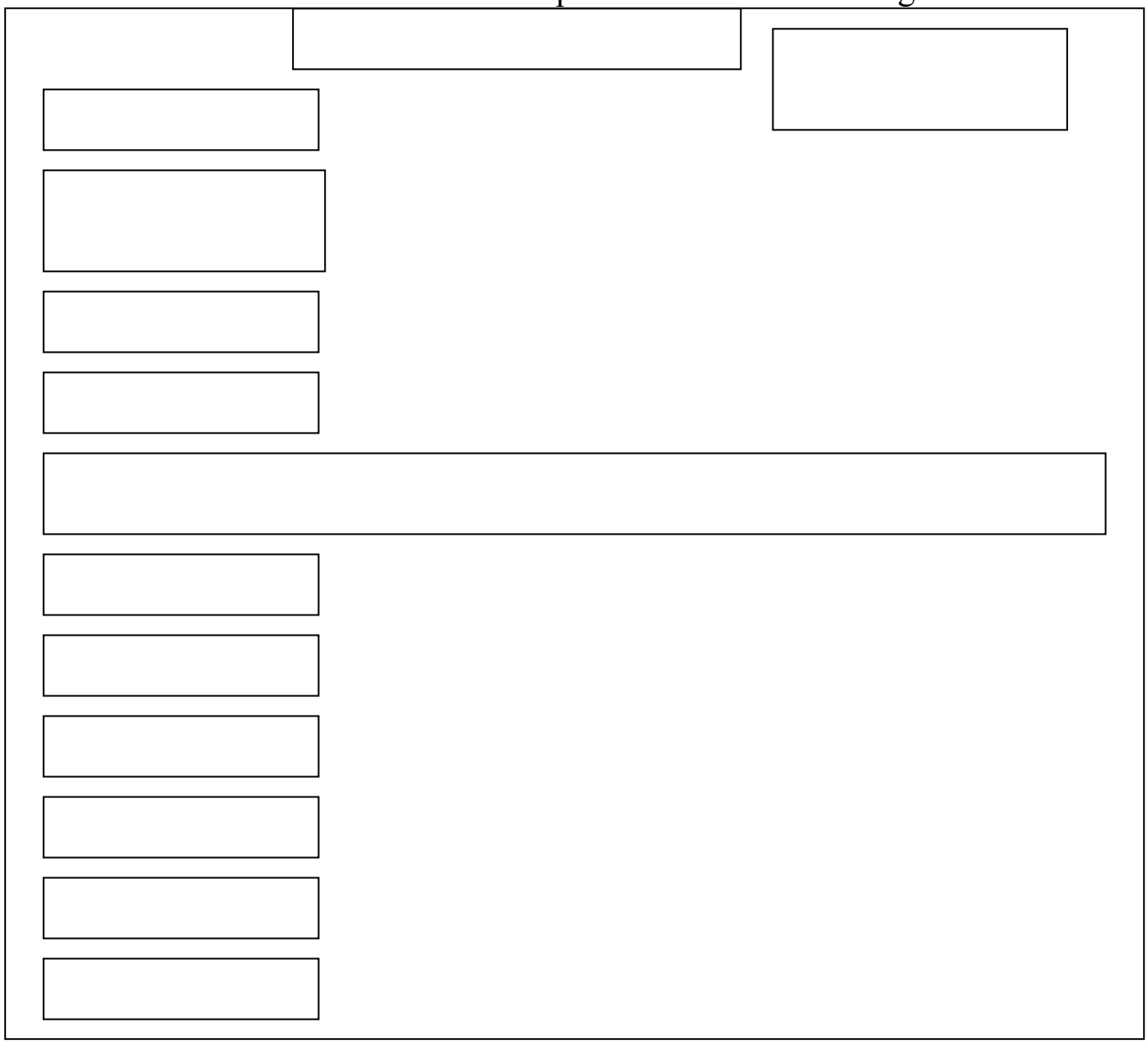
_____

III. Useful phrases

We are pleased to inform you that …
Please do not hesitate to contact us again for additional information.
Kindly excuse our delay in replying.
We have to apologize for the inconvenience.
Please accept our apology for …
It happened by unfortunate coincidence of events.
We would appreciate your looking into the matter.
We will look forward to …
Please make all necessary arrangements without any delay.
Kindly see to it that their decision reaches us as soon as possible.
We expect you will rush the dispatch.

Ex. 4 Organization

Body Cc + names Company letterhead Date Enc./Encs
Ending Recipient's address Recipient's name Salutation Subject (Re:)
Your address Your name Your position Your signature



Ex. 5 Formality

Beginnings

- ☐ Dear John
- ☐ Dear Madam
- ☐ Dear Mr Smith
- ☐ Dear Mrs Granger
- ☐ Dear Ms Black
- ☐ Dear Sarah
- ☐ Dear Sir

Endings

- ☐ All the best
- ☐ Best
- ☐ Best regards
- ☐ Best wishes
- ☐ Regards
- ☐ Sincerely (AmE)
- ☐ Yours
- ☐ Yours faithfully (BrE)
- ☐ Yours sincerely

Ex. 6 Demand = Enquiry

compare	equipment	order	prospects	sales
detailed	information	payment	purchases	send
discussion	occasion	product	reached	

We refer to the _____ we had at the last Amsterdam Fair with your _____ manager, Mr Ben Hocher. On that _____, Mr Hocher promised to send us _____ about your new _____ - external fax memory.
Unfortunately, this information still has not _____ us. As we still see good _____ of success if the _____ were put onto our market, we would like to ask you once again to _____ us the information. Would you also please send _____ information about your terms of _____ and discounts for regular _____.
We shall _____ your prices and if satisfied, we will send you the _____.

Ex. 7 Offer

1. We thank you for your enquiry in reply to which
2. We are convinced that
3. On orders for 400 pieces or more we would give you
4. We can promise shipment
5. We hope you will find our offer attractive and

☐ a special discount of 3 % on the price marked in the catalogue.
☐ our prices will not change within the next few months.
☐ we are sending you our price-list.
☐ we look forward to hearing from you.
☐ within 3-4 weeks from receipt of your order.

Ex. 8 Order

Please accept this purchase ***o***_____ for the following:
112 gross Supberb Pencil, Grade F
25 gross Supberb Pencils, No. 3
2 Oak Desk Trays, Letter Size No.17
We require ***s***_____ by April 5 to:
Green Apple Inc., Balanga City, Bataan
If this order cannot be processed as requested, please ***c***_____ me at (047) 791-2911 at your earliest convenience.
If we are ***s***_____ with this shipment, we can promise you further orders in the near ***f***_____.

Ex. 9 Complaint

the clients are not satisfied with
the quality of the goods

I regret to have
to inform you that

75 pieces | was delivered | the consignment of | short | pencils

an adequate reduction in
price is granted

we can accept
the goods only on condition that

take steps to see that
such situation as this does not

arise again in the future
we must ask you to

in these circumstances
we are forced

to send the consignment
back to you

----------Possible replies----------

we very much regret that | complain of the late delivery | you have reason to

consignment | has already | a replacement | been shipped to you

you will agree to | in the price of | we trust | a reduction | this consignment

beyond our control | the delay | circumstances | was caused by

Ex. 10 Request for payment

- ☐ As our written agreement states, we will start charging a 5% interest charge for any outstanding balance greater than 30 days.
- ☐ If this amount has already been paid and sent, please disregard this notice and we apologize for any inconvenience.
- ☐ Otherwise, please forward us the amount stated above that is past due by April 27.
- ☐ Our records show that we have not received your payment of $350 which was due on March 23.
- ☐ Please find a copy of the invoice enclosed.
- ☐ Thank you for your cooperation regarding this matter.
- ☐ We hope this was just an oversight on your part and you will be able to remit the funds due immediately.
- ☐ We sincerely hope we can continue doing business together in the future.

Ex. 11 Reminder

Referring to our Order No. 561/12, we are _____ to have to inform you that the _____ has not yet reached us, although, according to the sales contract, you promised the goods by the first week of November. An even longer delay would put us in an inconvenient _____, since we have already received _____ from some of our long-standing clients.

We therefore _____ that you execute the order immediately so that the goods will be available to us by Friday of the next week at the _____.

If you are not prepared, or are not in a position, to meet your commitments, we shall be forced to cancel the _____. Considering the difficult situation, we must insist on an immediate _____ informing us of the reasons for the _____ in delivery.

litovat	objednávky	zásilka
nejpozději	odpověď	zpoždění
objednávka	pozice	žádat

9. JOB INTERVIEW

I. Vocabulary

ability	schopnost	**employment**	zaměstnanost
acquainted	obeznámený	**enclose**	přiložit
applicant	uchazeč o místo	**extensive**	široké, rozsáhlé
apply	ucházet se	**flexitime**	pružná prac. doba
appropriate	vhodné	**gain**	získat
attached	přiložený	**improve**	zdokonalit
benefit	výhoda	**negotiation**	vyjednávání
consider	zvážit, uvážit	**pension**	penze
employee	zaměstnanec	**position**	post, pozice
employer	zaměstnavatel	**shift**	směna

Ex. 1 Definitions

ability [ə'bɪləti] acquainted [ə'kweɪntɪd] applicant ['æplɪkənt]
apply [ə'plɑɪ] appropriate [ə'prəʊpriət] attached [ə'tætʃt] benefit ['benɪfɪt]
consider [kən'sɪdə] employee [ɪm'plɔɪi:] employer [ɪm'plɔɪə]

_____a level of skill or intelligence

_____a person or company that pays people to work for them

_____a person who is paid to work for somebody

_____a person who makes a formal request for a job, a place at a college or university, etc

_____an advantage that something gives you

_____familiar with something, having read, seen or experienced it

_____joined to something

_____suitable, acceptable or correct for the particular circumstances

_____to make a formal request, usually in writing, for a job, a place at college, university, etc

_____to think about something carefully, especially in order to make a decision

employment [ɪm'plɔɪmənt] enclose [ɪn'kləʊz] extensive [ɪk'stensɪv]
flexitime [fleksitɑɪm] gain [ɡeɪn] improve [ɪm'pru:v]
negotiation [nɪˌɡəʊʃi'eɪʃn] pension ['penʃn] position [pə'zɪʃn] shift [ʃɪft]

_____a job

_____a period of time worked by a group of workers who start work as another group finishes

_____a system in which employees work a particular number of hours each week or month but can choose when they start and finish

_____an amount of money paid regularly by a government or company to somebody who is considered to be too old or too ill/sick to work

_____formal discussion between people trying to reach an agreement

_____including or dealing with a wide range of information

_____the situation in which people have work

_____to become better than before

_____to obtain or win something, especially something that you need

_____to put something in the same envelope as something else

Ex. 2 Wordsquare

B	E	V	I	S	N	E	T	X	E	Y	E
S	E	R	E	D	E	H	C	A	T	T	A
E	M	N	C	O	G	A	I	N	F	I	C
M	P	I	E	U	O	Q	A	I	G	L	Q
I	L	S	I	F	T	C	H	I	S	I	U
T	O	Y	N	O	I	S	N	E	P	B	A
I	Y	Y	X	L	A	T	G	A	I	A	I
X	E	L	P	I	T	P	R	O	V	E	N
E	R	P	O	S	I	T	I	O	N	X	T
L	A	P	P	R	O	P	R	I	A	T	E
F	M	A	C	O	N	S	I	D	E	R	D
E	T	N	E	M	Y	O	L	P	M	E	X
S	O	L	C	N	E	V	O	R	P	M	I

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

A woman of her _____ will easily find a job.
Employees should be fully _____ with emergency procedures.
There were over 500 _____ for the job.
Jeans are not _____ for a formal party.
Please complete the _____ application form.
I've had the _____ of a good education.
Graduates are finding it more and more difficult to find _____.
She has _____ experience in computers.
The price is generally open to _____.
He held a senior _____ in a large company.

Your sentences:

_____

_____

_____

II. Collocations

advanced user
bear in mind
curriculum vitae
cover letter
driving licence
gain experience
good background
childcare facility
snap out of it
subsidized meal

Other collocations:

_____

_____

_____

III. Useful phrases

I've been with ABC for …
My job title is …
I'm in charge of …
I handle …
I cooperate with …
I manage …
I deal with …
I'm responsible for …
I'm concerned with …
I work as a sales rep.
I would like to apply for the position of sales representative with your company.
I am enclosing my CV for the position of …
Kindly let me know if you would like me to supply any further details.

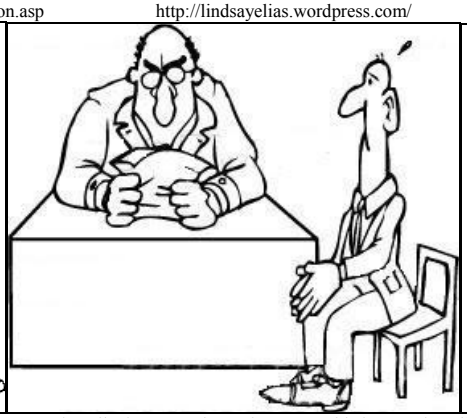
Ex. 4 Job interview

http://www.cartoonstock.com/directory/j/job_application.asp

http://lindsayelias.wordpress.com/

http://chroniclesofanassistant.wordpress.com/

http://mamikikeyu.wordpress.com/2011/08/13/



http://arthur.net.au/Interview%20Guide.htm

http://www.businesscartoons.co.uk/shop/images/uploads/2547bwc.gif

Ex. 5 Questions

1. Why did you apply for this job? _____
2. Why are you leaving the present firm? _____
3. How long have you been with this company? _____
4. What's your position there? _____
5. Why should we offer you this job? _____
6. What are your strength and weaknesses? _____
7. What do you like most about your current job? _____
8. What don't you like about your current job? _____
9. What is your greatest achievement? _____
10. Tell us about yourself. _____
11. What do you do outside work? _____
12. When are you available? _____
13. What are your salary expectations? _____
14. What do you expect to be doing in five years time? _____

Ex. 6 Answers

- ☐ After leaving school, I worked for .....
- ☐ I believe that my skills and experience would be of value to your company, particularly my knowledge of computers.
- ☐ I currently earn 1,400 euros a month.
- ☐ I don't have a specific plan. I would like to advance. However, I am flexible.
- ☐ I enjoy the contact with customers.
- ☐ I left the company because the sales manager and I didn't see eye-to-eye and do it was the only way forward.
- ☐ I work as a bookkeeper.
- ☐ I would be available to start work straight away.
- ☐ I'm basically looking for a new challenge.
- ☐ I'm very interested in music and play the piano.
- ☐ It's rather chaotic sometime but this can also be stimulating.
- ☐ I've been with the company for three years.
- ☐ Last year I cycled through the Alps all the way to Italy.
- ☐ What I lack in experience I can make up for in motivation and my willingness to learn.

Ex. 7 Questions to ask

Are there any employee benefits? _____

What are the normal office hours? _____

How much travelling does the job involve? _____

How soon do you expect to make decision? _____

Do you offer part-time contracts as well? _____

Ex. 8 Accountant assistant

_____

_____

_____

_____

_____

_____

_____

_____

Ex. 9 Cover letter

apply	bookkeeping	candidate	career	communications	
fluent	found	gained	meeting	offer	thankful

Dear Ms Spencer,

I write to _____ for your open position of Accounting Assistant that I _____ posted on Craigslist. I know that I have all the _____ qualifications that you seek, and would make the best _____ for the position.

Over the past three years as a successful Accounting Assistant for ARM Estates, I have _____ extensive experience in payroll, invoicing, _____, and financial management software and programs. I am _____ in all applicable office programs as well as accounting specific software. As an Accounting Assistant, I _____ a full range of the skill sets that you seek: analytical skills, _____ skills, and organizational skills.

I would be _____ if you could let me have your application form and possibly other relevant details. I look forward to _____ with you and discussing my qualifications in more detail.

Yours sincerely,

Cassandra Mcneil

Ex. 10 Do's and Don'ts

- ☐ Arrive at least an hour earlier.
- ☐ Ask questions about salary at first so that you know if the job is worthwhile.
- ☐ Do not use eye-contact - it is provocative.
- ☐ Don't smoke.
- ☐ Find as much info about the company as you can.
- ☐ Shake hands with your interviewer with both hands.
- ☐ Sit up straight.
- ☐ Wear appropriate clothes.
- ☐ You can chew gum with permission.

Ex. 11 Curriculum vitae

Europass Curriculum Vitae

Personal information	
First name(s) / Surname(s)	**Pavla Němcová**
Address(es)	72 Křídlovická, 603 00 Brno, Czech Republic
Telephone(s)	Personal: +420 530314442 Mobile: +420 737781426
E-mail	nemcovapa@seznam.cz
Nationality	Czech
Date of birth	10.08.1976
Gender	Female
Work experience	
Dates	August 1999-present
Occupation or position held	Teacher of economics
Main activities and responsibilities	Teaching accountancy, business correspondence
Name and address of employer	Secondary School F.D.R., 11 Křižíkova, 612 00 Brno, Czech Republic
Type of business or sector	Education
Education and training	
Dates	1994-1999
Title of qualification awarded	Certified engineer in economics (Ing.)
Principal subjects/occupational skills covered	Economics, Finance
Name and type of organisation providing education and training	Faculty of Economics, Masaryk University, Brno, Czech Republic
Personal skills and competences	
Mother tongue(s)	**Czech**

Other language(s) - Self-assessment	**Understanding**				**Speaking**				**Writing**	
	Listening		Reading		Spoken interaction		Spoken production			
English	B2	Independent user	C1	Proficient user	B2	Independent user	B2	Independent user	B2	Independent user
German	B1	Independent user	B2	Independent user	A2	Basic user	A2	Basic user	B1	Independent user

Organisational skills and competences	Tourist guide for a few students in London.
Computer skills and competences	Good command of Microsoft Office programmes (Word, Excel, PowerPoint, Access), HTML editor, Photoshop, Virtual Dub, Sound Forge. Programming in Adobe Flash. Basic programming in PHP.
Driving licence	Category B
Additional information	PERSONAL INTERESTS: Enjoy cycling, in-line skating; reading. Love to travel.

10. ACCOUNTING

I. Vocabulary

amortization	umoření, odpisy	**overvalue**	nadhodnotit
approve	schválit	**principle**	zásada
bond	dluhopis	**sales**	tržba, prodej
current	oběžný	**share**	akcie
earnings	zisk po zdanění	**statement**	výkaz
fixed	dlouhodobý	**stock**	zásoby
inflow	příjem	**supervise**	dohlížet
issue	vydat (akcie)	**transparent**	jasný
obsolete	zastaralý	**undervalue**	podhodnotit
outflow	výdaj, záporný tok	**write down**	odepsat

Ex. 1 Definitions

amortization [əmɔːtɑɪ'zeɪʃn]	approve [ə'pruːv]	bond [bɒnd]	
current ['kʌrənt]	earnings ['ɜːnɪŋz]	fixed [fɪkst]	inflow ['ɪnfləʊ]
issue ['ɪsjuː]	obsolete ['ɒbsəliːt]	outflow ['ɑʊtfləʊ]	

_____an agreement by a government or a company to pay you interest on the money you have lent

_____constantly flowing in and out of an organization

_____no longer used because something new has been invented

_____paying back a debt by making small regular payments over a period of time

_____staying the same

_____the movement of money into a place from somewhere else

_____the movement of money out of a place

_____the profit that a company makes

_____to produce new shares for sale to the public

_____to say that something is good enough to be used or is correct

overvalue [əʊvə'vælju:]	principle ['prɪnsəpl]	sales [seɪlz]	share [ʃeə]
statement ['steɪtmənt]	stock [stɒk]	supervise ['sju:pəvɑɪz]	
transparent [træns'pærənt]	undervalue [ʌndə'vælju:]	write down [rɑɪt dɑʊn]	

_____a fixed unit of a company's capital

_____a law, a rule or a theory that something is based on

_____a printed record of money paid, received, etc

_____a supply of goods that is available for sale in a shop/store

_____clear and easy to understand or recognize

_____the number of items sold

_____to be in charge of something and make sure everything is correct

_____to not recognize how good or valuable something really is

_____to put too high a value on something

_____to reduce the value of assets, etc

Ex. 2 Wordsquare

O	B	S	O	L	E	T	E	P	O	S	N
V	O	L	T	S	U	L	W	R	I	E	O
E	U	W	N	E	L	R	O	I	T	A	I
R	T	N	E	R	A	P	S	N	A	R	T
V	F	K	R	A	V	X	E	C	P	N	A
A	L	C	R	H	R	M	L	I	P	I	Z
L	O	O	U	S	E	W	A	P	R	N	I
U	W	T	C	T	D	F	S	L	O	G	T
E	I	S	A	I	N	R	I	E	V	S	R
D	S	T	X	W	U	T	R	X	E	D	O
N	S	U	P	E	R	V	I	S	E	I	M
O	U	I	N	F	L	O	W	G	V	D	A
B	E	N	W	O	D	E	T	I	R	W	S

Words:

_____

_____

_____

_____

Ex. 3 Gap-filling

_____ liabilities are debts that have to be paid within a year.
From the profit after tax, also referred to as _____, we usually pay.
Good company results cause share prices to rise, if the market believes the company is _____.
Machinery loses their value over time because they become _____.
Net cash _____ has increased by 20%.
Retail _____ fell in November by 10%.
The accruals _____ means that events in a particular reporting period are recorded in that period, rather than when money is actually received or paid out.
The auditors _____ the company's accounts.
The directors are responsible for preparing the company's financial _____.
We also borrow money in the form of _____.

Your sentences:

_____

_____

_____

II. Collocations

raw material
unfinished goods
finished goods
fixed assets
current assets
market value
long-term borrowing
true and fair view
confict of interests
profit and loss account

Other collocations:

_____

_____

_____

III. Useful phrases

Direct wages were above budget.
The customer has exceeded his credit limit. (gone over)
You have gone over the limit.
The balance is outstanding. (unpaid)
Predicted total costs are $270 mil.
This looks like a bad debt. (It may never be paid.)
These amounts are overdue (late).
The $5 000 has been outstanding for more than 90 days.
Goyles have not paid us since 20 April.

Ex. 4 Accountant

_____

_____

_____

Ex. 5 Regulator and systems of accounting

UK: _____

USA: _____

Worldwide: _____

International Financial Reporting Standards (IFRS)
Financial Reporting Council (FRC)
Generally Accepted Accounting Principles (GAAP)

Ex. 6 Balance sheet

Accumulated depreciation	56,000.-	
Cash in bank	242,000.-	
Current bank loans	130,000.-	
Fixed assets	221,000.-	
Legal capital	250,000.-	
Loans given to group companies	100,000.-	
Material in warehouse	78,000.-	
Payables	189,000.-	
Receivables	73,000.-	
Retained earnings	25,000.-	

Assets	Balance sheet	Liabilities

Ex. 7 My future job

Auditor _____

Assistant auditor _____

Accountant _____

Assistant accountant _____

Bookkeeper _____

Invoice clerk _____

_____

Ex. 8 Costs

Translation	**Cost**	**Actual cost**	**Budget**	**Variance favourable /adverse**
	Direct wages	955	900	
	Direct materials	1,250	1,100	
	Factory costs	376	350	
	Indirect wages	435	450	
	Selling and distribution	255	275	
	Administrative costs	296	270	
	Total costs	**3,567**	**3,345**	

Direct wages were **above/below** budget by 55 thousands.

Ex. 9 Revision

General Ledger is divided into debits and _____ (dstiecr) sections

Money used to operate a business on a day-to-day business is its _____ (gnwiokr) capital.

Our bookkeeper is very strict about documenting even the smallest _____ (eeenpsx).

The most common types of intangible assets are _____ (tteasnp), copyrights, franchises or licenses, trademarks or trade names, and goodwill.

The records produced by bookkeepers form the basis for preparing a company's financial _____ (mnsstteea).

To make 200 units would cost us $500,000 in _____ (balarive) costs.

We always _____ (veconii) customers in our own currency.

DICTIONARY

English to Czech

A

abandon opustit, zanechat
ability schopnost
account účet
accounting účetnictví, výkazy
acquainted obeznámený
advertising reklama, propagační
amortization umoření
announcement oznámení
annual roční
answerphone záznamník
apology omluva
applicant uchazeč o místo
apply ucházet se
appointment schůzka, jednání
appreciate uznat, ocenit
appreciation uznání
appropriate vhodné
approve schválit
arrange zařídit, zorganizovat
arrival příjezd, doručení
assets aktiva
attached přiložený
audibility slyšitelnost
available k dispozici
awareness povědomí, uvědomění

B

bankloans bankovní půjčka
benefit výhoda
bond dluhopis
book rezervovat
brand obchodní značka
business podnik, firma

C

cancel zrušit, odvolat
catalogue katalog
catering stravovací služby
celebrate oslavovat
charge poplatek
check zjistit, zkontrolovat
clipping výstřižek
coincidence náhoda
comfort útěcha
competition konkurence
complaint stížnost, reklamace
condolence projev soustrasti
confirm potvrdit
consider zvážit, uvážit
consignment zásilka
consumer spotřebitel
contribution příspěvek
current oběžný
customer zákazník, odběratel

D

damaged zničený
deal úmluva, dohoda
debt dluh, závazek
delay zpoždění
delighted potěšený
delivery dodávka, zásilka
depreciation odpis
destination místo určení
dignity důstojnost, respekt
directory telefonní seznam
dispatch odeslání (zboží)
display zobrazit

distribute rozdělovat
drop klesnout
durables zboží dl. spotřeby
duration trvání

E
earnings zisk po zdanění
employee zaměstnanec
employer zaměstnavatel
employment zaměsnanost
enclose přiložit
engaged obsazený
entrepreneur podnikatel
entrust pověřit
envelope obálka, složka
equipment zařízení, vybavení
extension telefonní klapka
extensive široké, rozsáhlé

F
failure porucha, selhání
file soubor, šanon
fixed hmotný
flexitime pružná prac. doba
freelance živnostník pracující pro více firem na ŽL

G
gain získat
genuine upřímný, nelíčený
goods zboží
grieved zarmoucený

H
heading hlavička (dopisu)
heal vyléčit
highlighter zvýrazňovač
honour čest

I
improve zdokonalit
include zahrnovat
inflow příjem
intangible nehmotný (majetek)
intercom domácí telefon
interest úrok
investigate zkoumat, vyšetřit
invitation pozvání
invoice faktura
issue vydat (akcie)

J
journey cesta

K
key tlačítko

L
leader vůdce, vedoucí
liabilities pasiva
loss ztráta
loudspeaker reproduktor
luggage zavazadla

M
market trh
meeting schůzka, porada
misuse zneužít
mortgage hypotéka
mouthpiece mluvítko

N
negotiation vyjednávání
niche mezera na trhu

O
obsolete zastaralý
occasion příležitost

offer nabídka, nabízet
order objednávka
outflow výdej
overdraft kontokorent
overheads režie
overvalue nadhodnotit

P
packaging obal výrobku
passport cestovní pas
payment platba
pension penze
platform nástupiště
pleasure potěšení
porter obsluha
position post, pozice
postpone odložit, posunout
predict předpovídat
present představovat
principal jistina
principle zásada
product výrobek
promotion povýšení
puncher děrovač
purchase koupě, nákup
purchaser nakupující

Q
queue stát frontu

R
receiver sluchátko
redial znovu vytočit
register (návštěvní) kniha
regret litovat
reply odpovědět
request požadavek
request žádost
rest odpočinek
rivals soupeři
ruler pravítko

S
sales tržba
sample vzorek
security cenný papír
self-employed podnikatel, má svou firmu
seller prodejce
sellotape izolepa
share akcie
share podíl
shareholder akcionář
shift směna
sorrow smutek, zármutek
stamp razítko, známka
stapler sešívačka
statement výkaz
stationery psací potřeby
stay pobyt
stock zásoby
storage uložení
stress zdůraznit, nátlak
subordinate podřízený
success úspěch
suggest navrhnout
suitcase kufr
supervise dohlížet
supplier dodavatel
support podporovat
switch přepojit
switchboard telefonní ústředna
sympathy pochopení

T
tangible hmotný (majetek)

target cíl
tone vyzváněcí tón
top přesáhnout
trade obchod, živnost
transmission přenos (dat)
transparent jasný
transport převoz
trolley vozík
turnover obrat
typewriter psací stroj

U
underground metro
undervalue podhodnotit

V
value hodnota
vendor (pouliční) prodejce
voice hlas

W
wage mzda
wheeled kolečkový, jezdící
wholesaler velkoobchodník
wire pevné spojení
write down odepsat

Czech to English

A
akcie share
akcionář shareholder
aktiva assets

B
bankovní půjčka bankloans

C
cenný papír security
cesta journey
cestovní pas passport
cíl target

Č
čest honour

D
děrovač puncher
dluh, závazek debt
dluhopis bond
dodavatel supplier
dodávka, zásilka delivery
dohlížet supervise
domácí telefon intercom
důstojnost, respekt dignity

F
faktura invoice

H
hlas voice
hlavička (dopisu) heading
hmotný (majetek) tangible
hmotný fixed
hodné appropriate
hodnota value
hypotéka mortgage

I
izolepa sellotape

J
jasný transparent
jistina principal

K
k dispozici available
katalog catalogue
klesnout drop
kniha (návštěvní) register
kolečkový, jezdící wheeled
konkurence competition
kontokorent overdraft
koupě, nákup purchase
kufr suitcase

L
litovat regret

M
metro underground
mezera na trhu niche
místo určení destination
mluvítko mouthpiece
mzda wage

N
nabídka, nabízet offer
nadhodnotit overvalue
náhoda coincidence
nakupující purchaser
nástupiště platform
navrhnout suggest
nehmotný (majetek) intangible

O

obal výrobku packaging
obálka, složka envelope
oběžný current
obchod, živnost trade
obchodní značka brand
objednávka order
obrat turnover
obsazený engaged
obsluha porter
odepsat write down
odeslání (zboží) dispatch
odložit, posunout postpone
odpis depreciation
odpočinek rest
odpovědět reply
omluva apology
opustit, zanechat abandon
oslavovat celebrate
oznámení announcement

P

pasiva liabilities
penze pension
pevné spojení wire
platba payment
pobyt stay
podhodnotit undervalue
podíl share
podnik, firma business
podnikatel entrepreneur
podnikatel, má svou firmu self-employed
podporovat support
podřízený subordinate
pochopení sympathy
poplatek charge
porucha, selhání failure
post, pozice position
potěšení pleasure
potěšený delighted
potvrdit confirm
povědomí, uvědomění awareness
pověřit entrust
povýšení promotion
pozvání invitation
požadavek request
pravítko ruler
prodejce (pouliční) vendor
prodejce seller
projev soustrasti condolence
pružná prac. doba flexitime
předpovídat predict
představovat present
přenos (dat) transmission
přepojit switch
přesáhnout top
převoz transport
příjem inflow
příjezd, doručení arrival
příležitost occasion
přiložený attached
přiložit enclose
příspěvek contribution
psací potřeby stationery
psací stroj typewriter

R

razítko, známka stamp
reklama, propagační advertising
reproduktor loudspeaker
rezervovat book
režie overheads
roční annual
rozdělovat distribute

S
sešívačka stapler
schopnost ability
schůzka, jednání appointment
schůzka, porada meeting
schválit approve
sluchátko receiver
slyšitelnost audibility
směna shift
smutek, zármutek sorrow
soubor, šanon file
soupeři rivals
spotřebitel consumer
stát frontu queue
stížnost, reklamace complaint
stravovací služby catering

Š
široké, rozsáhlé extensive

T
telefonní klapka extension
telefonní seznam directory
telefonní ústředna switchboard
tlačítko key
trh market
trvání duration
tržba sales

U
účet account
účetnictví, výkazy accounting
uchazeč o místo applicant
ucházet se apply
uložení storage
úmluva, dohoda deal
umoření amortization
upřímný, nelíčený genuine
úrok interest
úspěch success
útěcha comfort
uznání appreciation
uznat, ocenit appreciate

V
velkoobchodník wholesaler
vozík trolley
vůdce, vedoucí leader
vydat (akcie) issue
výdej outflow
výhoda benefit
vyjednávání negotiation
výkaz statement
vyléčit heal
výrobek product
výstřižek clipping
vyzváněcí tón tone
vzorek sample

Z
zahrnovat include
zákazník, odběratel customer
zaměstnanec employee
zaměstnanost employment
zaměstnavatel employer
zarmoucený grieved
zařídit, zorganizovat arrange
zařízení, vybavení equipment
zásada principle
zásilka consignment
zásoby stock
zastaralý obsolete
zavazadla luggage
záznamník answerphone
zboží dl. spotřeby durables
zboží goods

zdokonalit improve
zdůraznit, nátlak stress
zisk po zdanění earnings
získané, nabyté acquainted
získat gain
zjistit, zkontrolovat check
zkoumat, vyšetřit investigate
zneužít misuse
zničený damaged
znovu vytočit redial
zobrazit display
zpoždění delay
zrušit, odvolat cancel
ztráta loss
zvážit, uvážit consider
zvýrazňovač highlighter

Ž

žádost request
živnostník pracující pro více firem na ŽL freelance

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